



## **Job Description**

**Job title:** FFT Business Support Officer

**Location:** East London TBC

**Hours:** 18.5 per week

**Grade:** Family Psychology Mutual Band 5 (equivalent to NHS Agenda for Change Band 2 inner London)

**Service:** FFT Service

**Reports to:** FFT Supervisor (operationally) and

**Accountable to:** FPM Operation Director

**Base:** In Newham or Tower Hamlets Borough TBC.

### **Background:**

Positive Families Partnership is a ground breaking new 3 year programme providing Multi-Systemic Therapy (MST) and Functional Family Therapy (FFT) to families in 5 London boroughs. The partnership is made up of an exciting combination of different organisations:

- Family Action, a national charity who will be delivering MST in Newham, Tower Hamlets and Bexley and will recruit to a new MST team
- South West London and St George's Mental Health NHS Trust, who will be delivering MST in Merton and Sutton
- Family Psychology Mutual, [www.fpmcic.com](http://www.fpmcic.com), a new social enterprise (spun out of a Local Authority) based in Cambridgeshire who will be delivering FFT across the five Boroughs. Family Psychology Mutual will recruit a FFT supervisor (clinical psychologist/family therapist), band 8b and 3 FFT workers, band 7/8a and a part time Business Support Officer. Two team members will be based in Merton and 2 in Newham alongside the MST teams. There will be regular contact between the FFT team members and joined supervision.

### **Job Purpose:**

The Functional Family Therapist (FFT) Business Support Officer's main role will be to provide office and administrative support for the FFT team who provide home-based family therapy sessions with young people and their families using the Functional Family Therapy intervention model. Referrals



will be made by the participating Boroughs and will largely be for families with young people between the ages of 11 and 18 at risk of care or custody because of complex behavioural problems.

The role will include liaison with the MST/FFT Business Officer based in Merton and the Family Action MST Business Officer who will be based in the same office. It is expected that the MST and FFT Business Officers will offer mainly telephone coverage for each other to ensure a smooth running service for both teams. The FFT Business Support Officer will be accountable to the FPM Operations Director for professional support, ongoing training and performance management.

### **Duties and responsibilities:**

#### **Provide timely and effective administrative and secretarial support:**

1. Respond to queries, liaising with therapist, Managers and partner departments to ensure all advice and communication (telephone, letters, emails, face-to-face, speeches) is delivered appropriately.
2. Responsible for overseeing document & data management (paper and electronic), including filing and distributing documents
3. Oversee the collection, collation & manipulation of a wide range of information using information systems to generate reports, prepare letters, memos and documents
4. Ensure that all employees are conversant with and competent in using specific systems, procedures and packages.
5. Assist with the organisation, co-ordination and delivery of facility and service management.
6. Undertake general clerical & administrative tasks and support the team and service as required.

#### **Financial Support**

7. Assist with monitoring and/or management of budgets as required.
8. Interrogate, process and maintain financial information – making recommendations for appropriate action
9. Ensure that financial processes and systems are complied with.
10. Undertake financial support duties as required to support the efficient delivery of services

#### **Management Support**

11. Oversee that meetings and events are properly planned and arrangements co-ordinated,
12. Ensure records of meetings are taken and necessary follow up action undertaken



13. Use and maintain databases and information systems to produce reports, presentations, undertake analysis and provide recommendations for action
14. Assist with the monitoring of policies & procedures and contribute to the development of the service and promotion of initiatives (including creating presentations, marketing, promotional and learning/training materials).
15. Represent team/section at meetings and on working groups

### **Health & Safety**

16. Ensure the maintenance of a healthy and safe working environment and take action to reduce the risk to self and others.

### **Training**

17. Undertake training in financial packages to support the team and the FPM head office finance function.
18. Undertake training in the FPM case management system and any case management systems provided by the 5 London Boroughs.

### **Other**

19. Ensure understanding of core business of the FFT Service and undertake other tasks and responsibilities as required in the delivery of the wider UK FFT Services and/or the Positive Family Partnership consortium.
20. To administer \ develop an FFT database for use in research;
21. Ensure that accurate and up-to-date information is available on the families young people, who are receiving the FFT intervention, for research purposes (demographic, research questionnaires)
22. Collect follow up data from Child Protection systems and assist with analysing the data and producing reports;
23. Develop an FFT Standard Audit Database and organise data input in close collaboration with the FFT team and assist with providing accurate statistical information from the data collected.
24. Assist the FFT Supervisor in the production of reports
25. Assist with the organisation & co-ordination of training, conferences, workshops and other planned events.
26. Work closely with the MST Business Support Officer and support and cover each other's work where appropriate.



27. To be able to evidence Family Psychology Mutual's values at all times, which underpin Family Psychology Mutual's mission of 'Empowering families towards a safer and happier future'.
28. To ensure you have an understanding (appropriate to your role) of, and comply with Family Psychology Mutual's procedures for promoting and safeguarding the welfare of children and vulnerable adults.
29. To ensure the implementation of Family Psychology Mutual's Equality & Diversity Policy and Ethical Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community.
30. To comply with Family Psychology Mutual's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.
31. To work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.

### **Person Specification**

1. Educated to A level, NVQ3 or equivalent standard (e.g. GNVQ, Certificate in Management, BTech) IT Qualified to CLAIT/IBT2/RSA/ECDL
2. Extensive office administrative experience.
3. Fully proficient at using IT systems, with a good working knowledge of Microsoft Windows and Office packages.
4. Knowledge of Children's Act 2004 and Safeguarding.
5. Knowledge of health and safety legislation
6. Knowledge of Data Protection and Equal Opportunities legislation and their requirements
7. Understanding of financial management, procedures and processes
8. Able to prioritise workload and complete in timely manner
9. Able to consistently produce work of a high standard
10. Good interpersonal skills - able to communicate in a friendly, open and constructive manner
11. Able to work on own initiative with minimal supervision
12. Commitment to continuous service development



13. Committed to ongoing personal and role development
14. To be able to evidence Family Psychology Mutual's values at all times, which underpin Family Psychology Mutual's mission of 'Empowering families towards a safer and happier future'.